

**James Budd**

**The Challenges  
of Managing an International  
P&I Correspondent Network**



# The Budd Group

## Some key facts:

- **Budd's history goes back to 1850**
- **We have survived and prospered despite the many difficulties encountered through six generations.**
- **I believe the name of Budd is both known and respected in our business community.**

# Managing an international Network

- **Over the years, we have developed our Network with offices today covering more than 50 ports in 25 countries.**
- **In addition to our offices in France, we have a strong and long-standing presence on the African continent but that's not all...**
- **We are now also offering assistance to owners and Clubs in Greece, Vietnam, China, Venezuela and New Caledonia.**

# The BUDD Network



# Budd in France



# and in Africa



# The main Challenges are

- To deliver high quality service
- To ensure the same level of service throughout our network.
- To ensure a similar company philosophy everywhere

# How do we do this ?

- **Choosing the right people**
- **Remaining focused on / and understand the Client's need**
- **Provide an efficient and cost-effective service**
- **Pooling the running costs**

# People are key, of course !

To provide an efficient service, we need to:

- **Attract and keep highly professional, faithful and loyal staff, with 24 hours availability;**
- **Provide them with good working tools**
- **Pay them well**

# Focussing on our Client's Need

- **Make sure that all our claims handlers recognise and understand the priorities of the Clubs and Members;**
- **Ensuring that our service providers (surveyors, lawyers) also understand these priorities;**
- **Encouraging open discussion with Clubs and Owners**

# Providing an Efficient Service

- **By Giving added value when dealing with claims;**
- **By Providing regular information on all cases**
- **By being proactive : creating solutions and taking preventive measures**
- **Advising the Clubs/their Members of new developments in our areas;**

# Understanding cultural and local differences is vital

- **The approach to solving tricky questions may vary considerably from country to country. We have to understand both the local culture and that of our international clients.**
- **Technological, logistical and other factors (weather, telecommunications, condition of roads/berths, etc.) also have their roles to play.**

# Reputation also matters

**To defend our clients' interests effectively,  
we need to:**

- **Be renowned with claimants for our determination and proactivity;**
- **Build up trust with all local parties (port administration, customs, Immigration authorities, shipping agents etc.);**
- **Be a respected adversary whose word can be trusted.**

# Local Contacts are key

To provide a full and complete service, we need to:

- **Have a sound knowledge of reliable surveyors, administrations, port authorities, lawyers, hospitals etc... upon whom we can call;**
- **Make sure that our listing of these providers is regularly updated**
- **Pay them on time.**

# It's our job to solve problems

- Which means that we must quickly find the most cost effective and best solution to complicated situations
- So, it's up to us to make sure that the Club and Member understand all the parameters.
- It's very rewarding when we succeed in turning a tricky problem around!

# The main difficulties we have to face

- **Adapting fixed running costs to an unpredictable level of activity, particularly in a volatile economic climate.**
- **Minimizing bad debts and late payments.**
- **Settling payments to third parties to maintain their confidence, even if our client has defaulted.**

# The Solutions we offer

- **Having an extensive network means that we are able to pool resources and to weather the storm if there is a temporary decline in any one port.**
- **Our offices benefit from an exclusive computarized database information system.**

# Budd claims handling system

Budd - DataBase - Windows Internet Explorer

http://www.budd-database.com/BaseDossiers/ListeDossiers.aspx?U\_Mode=MES\_DOSSIERS

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Budd - DataBase

## The BUDD Network

- Accueil
- Dossiers
- Clients
- EMails
- ISO
- Statistiq.
- Param.
- Quitter

Année: 2007 Centre: Tous Etat (position): F - Facture finale Mes dossiers seuls

Nom Navire Actualiser 50 Lignes/page Imprimer

	Annexes	Ouverture	Ctre	Année	Navire	Escale	Incident	Client	Membre	Pos	Num Dossier
51	Ts TsB Pj	18/01/07	01	2007	NDS PROTEUS	LUANDA	14/01/07	GARD U.K. (club)	SEA MANAGEMENT UK	F	012007001
52	Ts TsB Pj	18/01/07	07	2007	DOLLY	DOUALA	08/01/07	INGOSSTRAKH (club)		F	072007000
53	Ts TsB Pj	18/01/07	07	2007	DOLLY	DOUALA	08/01/07	INGOSSTRAKH (club)	PRIAMOS	F	072007001
54	Ts TsB Pj	18/01/07	07	2007	DOLLY	DOUALA	09/01/07	INGOSSTRAKH (club)	PRIAMOS	F	072007001
55	Fa Ts TsB Pj	18/01/07	01	2007	OCEAN LIGHT	BANJUL	21/11/06	WEST OF ENGLAND SHIPOWNERS' MU (club)	STAVROS ROUSSOS	F	012007001
56	Ts TsB Pj	19/01/07	01	2007	SIRIUS	DAKAR	11/12/06	SKULD - ASSURANCEFORENINGEN (club)	MARGUISA INT.SA	F	012007001
57	Ts TsB Pj	19/01/07	01	2007	SEA GLORY	ABIDJAN	17/08/05	WEST OF ENGLAND SHIPOWNERS' MU (club)	LIHAI INTERNATIONAL HK	F	012007001
58	Ts TsB Pj	19/01/07	01	2007	CEC CHALLENGE	MALABO	14/01/07	SKULD - ASSURANCEFORENINGEN	MARGUISA INT.SA	F	012007001

Sites de confiance 100%

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# Our present analysis being that :

- **Sharing costs and pooling resources have proved to be an efficient method of providing a higher quality service to the client**
- **Consolidation of skills and experience is beneficial to the Clubs and their Members.**

# Our strategy in the very near future is

- To continue developing our Network by indentifying and inviting new partners.
- We will be offering a licence agreement to Correspondents who would like to join our Network.
- The aim is to increase volume and sustained business, with a uniform quality service at a competitive rate.
- Let me take this opportunity to warmly thank all the Clubs for our long and close cooperation; I wish that the past is just a prologue.
- Thank you

[www.budd-pni.com](http://www.budd-pni.com)

